

Information Technology (IT) Initiative

Business Case Responses for BYs 2003 & 2004

Please type your responses in the white answer blocks provided and return the electronic copy of this document to Treva Lutes by April 26th. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

1.0 General Background

1.1 Initiative Name

Common Services for Borrowers

1.2 Initiative Description

Currently, Federal Student Aid (FSA) has three separate systems to manage its loan servicing functions. These are: Direct Loan Servicing System (DLSS), Debt Management and Collections System (DMCS), and Direct Loan Consolidation System (DLCS). The Common Services for Borrowers (CSFB) initiative will reengineer these three areas in order to achieve one, seamless business solution. The result will drive operations efficiency, reduce unit cost, and improve customer satisfaction through integrated business processes.

The Students Channel envisions that Common Services for Borrowers will improve the management of student aid obligations through efficient use of timely and accurate information, common functions, and shared data. This vision supports FSA's organizational objectives to lower unit costs, increase employee satisfaction, and increase customer satisfaction.

The project will streamline, consolidate, and modernize a number of common functions within the Office of Student Credit Management to deliver significant improvements in managing student aid obligations. Figure 1 illustrates this concept. The challenge for this project will be to confirm these areas of commonality, identify opportunities for improvement, and implement the changes necessary to make this vision a reality.

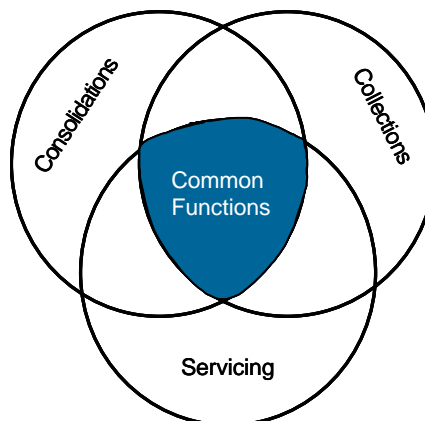


Figure 1 – Common Business Functions

This business case focuses on implementing the common solution that will integrate FSA's loan servicing functions. Separate initiatives address DMCS Reengineering and Direct Loan Consolidation Reengineering. The Common Services for Borrowers initiative will review existing business processes and technology with the goal of integrating common functions. Analysis will be conducted to identify where functions can be improved to better utilize best-in-business practices including analysis of a common servicing model. Solutions will be defined to improve operations. The project will determine if a shared in savings approach can be used to implement the changes necessary to achieve the targeted improvements.

In order to achieve this vision, the program will implement a phased approach, with management checkpoints following each phase. The phased approach has been adopted because of the scope of change, the complexity of the systems and processes involved, and the need to integrate with other Modernization initiatives within and across Channels.

The following phases are anticipated:

CSB 1.1 Collections (DMCS Reengineering)

CSB 1.2 Direct Loan Consolidation Re-engineering

CSB 1.3 Loan Servicing

CSB 1.4 Common Integration

1.3 Initiative Type

Business Process Support System

Financial Management System

Non-Financial Management System ☒

Program Delivery System

Financial Management System

Non-Financial Management System

IT Infrastructure

IT Services

General Office Automation

1.4 Contact Information

	Name	Principal Office	Phone Number
Project Manager	Dan Hayward	FSA	(202) 377-3207
Program Manager	Sybil Phillips	FSA	(202) 377-3206
Project Sponsor	Jennifer Douglas	FSA	(202) 377-3200
Contracting Officer	Janet Scott	FSA	(202) 377-3377
Contracting Officer's Representative	Carol Seifert	FSA	(202) 377-3506

2.0 Business Process

2.1 Business Process Support

☐ Grants
☐ Evaluation
☐ Research
☐ Information
☐ Dissemination
☐ Enforcement
☐ Resource
☐ Management &
Administration
☒ Loans
☐ Other: _____

The Common Services for Borrowers system will enable FSA customers to have a seamless business experience when servicing their student loans.

The solution will support a large number of business processes within the Loan Servicing, Collections, and Consolidations areas. Each of these business areas impact a large number of customers and support very important parts of FSAs business.

For example, the Loan Consolidation program consolidates over 370,000 loans per year with approximately 60% of that volume consisting of Direct Loan borrowers. FSAs Direct Loan Servicing operations currently consist of a \$7060 billion portfolio serving roughly 6.57 million borrowers. Collections operations are conducted on a \$20 billion defaulted loan portfolio that is 70% FFEL loans and 30% Direct Loans. This operation includes the management of private collection agencies as well as other functions.

2.2 Business Problem or Opportunity and Causing Conditions

Business functions for loan servicing, consolidations, and collections are delivered through stove-piped organizations and systems. Combining functions would provide both lower unit costs and better customer service. For example, billing and payment functions are duplicated in the DLSS and DMCS systems.

2.3 Existing Systems

The Common Services for Borrowers initiative encompasses three main components:

- DLSS: System used by FSA to manage the direct loan repayment process. It performs two major functions: setup loan servicing accounts and manage loan repayments.
- DMCS: Manages and collects on student aid defaults, to include defaulted loans and grant overpayments. It performs the following major functions: receive assigned loans and grants, notification and reporting, normal collection, forced collection and issue refunds.
- DLCS: Allows borrowers to consolidate multiple student loans from multiple sources into one consolidated direct loan that is funded and serviced by FSA. It performs the following major functions: receives loan consolidation requests, certifies loans and consolidates loans.

2.4 Solution Impact

(If this is an implemented initiative with no enhancements, then address item (3) only)

1. This initiative impact will simplify the existing business processes within Direct Loans. The goal is to remove duplicative functions and systems.
2. The Common Servicing initiative will integrate with the two other initiatives discussed in Section 1.2, Direct Loan Consolidation Reengineering and DMCS Reengineering, in order to provide an integrated solution for business transaction processes. By integrating these components, the Common Servicing System will provide a uniform and high-quality customer service experience for our borrowers regardless of how they choose to interact with FSA – via the Internet, the VRU, or Customer Service Representatives (CSRs).
3. The stakeholders for this initiative will be:
 - Borrowers – they will be able to realize improved customer satisfaction with the integrated business processes.
 - FSA – through realizing the unit cost goals of the organization.
 - Employees - An increase in employee satisfaction through providing an opportunity to learn new and up-to-date skills.
4. The planning work that has been done to date on this initiative has involved the senior management team of Credit Management within the Student's Channel. During the follow-on phases of the project, stakeholders from each of the three Credit Management divisions, Loan Servicing, Loan Consolidation, and Collections will be integral parts of the planning, development, and operating phases of the project. In order to accomplish this, integrated product teams will be formed for each phase of the initiative to ensure coordination across the Credit Management area as well as coordination between the projects and FSA operations.
5. Change management activities will be included in the project plans.

2.5 Business Process Reengineering

(Applies only to New Business Process Support and Program Delivery Systems)

The vision for the Common Services for Borrowers will improve the management of student aid obligations through efficient use of timely and accurate information, common functions, and shared data. In order to achieve this vision, the project will streamline, consolidate, and modernize a number of common functions within the Collections, Loan Servicing, and Consolidations areas.

The project will seek to identify a shared in savings approach to reengineering the service delivery model. Reengineering opportunities will be driven by their ability to improve customer satisfaction and reduce operational costs.

Common Services for Borrowers will include:

- Integration of business functions across the student lifecycle
- Utilization of industry standard practices and COTS solutions
- Integrated financial controls

2.6 Mandatory Requirement

This initiative supports the Title IV program mandatory requirement, under the Higher Education Act, as amended, to provide loan-servicing functions for borrowers.

2.7 Consequence of Not Funding the Initiative

If this effort is not funded, the following are the consequences FSA faces:

- Unit cost reduction targets will not be met
- Customer satisfaction goals will not be achieved
- Employee satisfaction goals will not be achieved
- A fully integrated business solution within Common Services for Borrowers will not be provided
- Operations efficiency will not be improved
- Duplication of processes will not be reduced
- Continue to support contract extensions

3.0 Strategic Alignment

3.1 OMB E-Government Initiative Alignment

- ☐ Consolidated Health Information
- ☐ Disaster Assistance and Crisis Response
- ☐ E-Authentication
- ☐ E-Grants
- ☐ E-Payroll/HR
- ☐ E-Training
- ☐ E-Travel
- ☐ E-Vital
- ☐ Electronic Records Management
- ☐ Eligibility Assistance Online
- ☐ Expanding Electronic Tax Products for Businesses
- ☐ EZ Tax Filing
- ☐ Federal Asset Sales
- ☐ Federal Enterprise Architecture
- ☐ Geospatial Information One Stop
- ☐ Integrated Acquisition Environment
- ☐ Integrated Human Resources/e-Clearance
- ☐ International Trade Process Streamlining
- ☐ One Stop Business Compliance Information
- ☐ Online Access for Loans
- ☐ Online Rulemaking Management
- ☐ Recreation One Stop
- ☐ Recruitment One Stop
- ☐ USA Services
- ☐ Wireless Public Safety Interoperable Communications – Project SAFECOM
- ☒ None of the Above

3.2 Mission Alignment

- Goal 1: Create a Culture of Achievement

- ☐ Objective 1.1 Link federal education funding to accountability for results.
- ☐ Objective 1.2 Increase flexibility and local control.
- ☐ Objective 1.3 Increase information and options for parents.
- ☐ Objective 1.4 Encourage the use of scientifically based methods within federal education programs.

- Goal 2: Improve Student Achievement

- ☐ Objective 2.1 Improve reading achievement for all students.
- ☐ Objective 2.2 Improve math and science achievement for all students.
- ☐ Objective 2.3 Improve the performance of all high schools.
- ☐ Objective 2.4 Improve teacher quality.

- Goal 3: Develop Safe Schools and Strong Character

- ☐ Objective 3.1 Ensure that our nation's schools are safe and drug-free and that students are free of alcohol, tobacco, and other drugs.
- ☐ Objective 3.2 Promote strong character and citizenship among our nation's youth.

- Goal 4: Transform Education into an Evidence-Based Field

- ☐ Objective 4.1 Raise the quality of research funded or conducted by the Department of Education.
- ☐ Objective 4.2 Increase the relevance of our research in order to meet the needs of our customers.

- Goal 5: Enhance the Quality of and Access to Postsecondary & Adult Education

- ☐ Objective 5.1 Close the college participation and graduation gaps between low-income and minority students and their peers.
- ☐ Objective 5.2 Strengthen accountability among postsecondary institutions.
- ☐ Objective 5.3 Establish effective funding mechanisms for postsecondary education.
- ☐ Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal College and Universities.
- ☐ Objective 5.5 Enhance the literacy skills of American adults.

- Goal 6: Establish Management Excellence

- ☒ Objective 6.1 Develop and maintain financial integrity within the Department and its programs and management and internal controls.
- ☐ Objective 6.2 Improve the strategic development of the Department's human capital.
- ☒ Objective 6.3 Manage information technology resources, using e-gov, to improve service to our customers and partners.
- ☒ Objective 6.4 Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.
- ☐ Objective 6.5 Achieve budget and performance integration in order to link funding decisions to results.
- ☐ Objective 6.6 By demonstrating management excellence, receive the prestigious President's Quality Award.

☐ None of the Above

3.3 Strategic Plan Strategies Supported

Strategic Objective 6.1

Develop and maintain financial integrity within the Department and its programs and management and internal controls.

- **Update and integrate financial systems.**
Implement and upgrade a new financial system capable of producing timely and reliable financial data and reconcile systems to the general ledger.
- **Prepare financial systems to provide leading data on Department performance.**
The Department will create quarterly financial statements to track financial performance against agreed upon budgets.

- **Implement data-mining to reduce fraud.**
Create data analysis capabilities within financial and program management systems.
- **Review all existing internal controls and implement changes where necessary.**
These efforts will include processes for monitoring and holding grantees and contractors accountable and closing open audit recommendations.
- **Increase the use of performance-based contracting.**
Contractors will be held to objective performance criteria.

Strategic Objective 6.3

Manage information technology resources, using e-gov, to improve service to our customers and partners.

- **Provide customers the opportunity to conduct business with the Department on-line.**
Implement productivity improvements through implementation of e-gov applications, customer relationship management, supply chain management or knowledge management best practices.
- **Ensure security of the IT infrastructure.**
Periodically update and validate the General Support Systems and Major Application inventory. For each GSS and MA, assure a current risk assessment and security plan and that certification and accreditation is in place.
- **Reduce partners' data reporting burden.**
Minimize burden on our partners by reducing the number of information collections addressing similar issues. We will collect data once and use it in many ways. We will consolidate our data collections and data storage. With our stakeholders and customers, collaboratively build and publish data standards, including consensus data elements and definitions. The enterprise architecture will be structured to meet business needs.
- **Complete enterprise architecture.**
Create a business focused enterprise architecture that describes long term information system requirements and prioritizes IT business needs based on Strategic Plan goals and objectives.

Strategic Objective 6.4

Continue to modernize the Student Financial Assistance system and reduce the high-risk status of Title IV programs.

- **Create an efficient delivery system.**
Use new technologies and system integration for improving service, cutting costs, improving systems, minimizing noncompliance and default rates, and reducing the improper payment of student aid funds.
- **Improve program monitoring.**
Strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. Assure balance between school technical assistance and program monitoring.

3.4 Quality Indicators

This initiative is currently in its initial planning phase, thus key quality indicators are currently undefined and at a high level. Specific targets will be determined as the initiative planning is further determined. Projected quality indicators include:

- A reduction in the default rate for FY03 and FY04, by improving the skip tracing capabilities and proactively managing the entire loan portfolio. This significantly minimizes the number of loan borrowers defaulting on their loans as well as facilitating management's flexibility in reporting and decision-making, through the ability to have a detailed view across the entire portfolio.
- Reduction in unit cost at both the FSA and the Federal Government levels.

- An increase in the collection rate of defaulted loans, while also taking into consideration the need to balance both the reduction in the default rate and the increase in collection rate to prevent any adverse effects one endeavor may have on the other.
- An increase in customer satisfaction is also expected. Assessment methods will be determined at a later date to adequately measure customer satisfaction with the use of current systems, such as Electronic Bill Presentment and Payment (EBPP) via the eServicing initiative, which is aimed at facilitating their loan borrowing and payment experience.

4.0 Technology Initiative

4.1 Initiation Date

June 01, 2002

4.2 Initiative Deployment / Implementation Date

September 30, 2004

4.3 Initiative Phase

☒ Under Development
☐ Maintenance Only
☐ Maintenance with Enhancements

4.4 Initiative Scope

The following is the work services scope for this initiative:

- Business Requirements
- Developing As-Is and To-Be Process Flows
- Functional Design
- Technical Design
- Test Plan/Expected Results
- Actual Results

Actual work products are to be determined.

4.5 Assumptions, Constraints, and Dependencies

1. At this time it is assumed that a shared in savings will be possible for this project, however during the early phase of the project due diligence and validation activities will need to be executed by an integrated product team to validate this assumption. In the event that a well-researched and jointly developed business case shows that a share in savings is not a viable option for this project, there will be other contracting alternatives recommended by the team. These options would be developed per phase of the project so that the channel will have sufficient flexibility to implement the right solution for the channel.

The Common Services for Borrowers project will deliver a business solution, not just hardware and software.

2. Due to time/contractual constraints, portions of the solution delivered in the DMCS Reengineering project may be reworked or replaced in the Common Services for Borrowers initiative.
3. Close coordination will be required with the Consistent Answers and DMCS Reengineering projects.

4.6 Outstanding Issues

None

4.7 Benefits

Benefits in completing this initiative are:

- A reduction in the default rate for FY03 and FY04, by improving the skip tracing capabilities and proactively managing the entire loan portfolio. This significantly minimizes the number of loan borrowers defaulting on their loans as well as facilitating management's flexibility in reporting and decision-making, through the ability to have a detailed view across the entire portfolio.
- Reduction in unit cost at both the FSA and the Federal Government levels.
- An increase in the collection rate of defaulted loans, while also taking into consideration the need to balance both the reduction in the default rate and the increase in collection rate to prevent any adverse effects one endeavor may have on the other.
- An increase in customer satisfaction.

4.8 Crosscutting Initiative

- ☐ Entire Department
- ☐ Office for Civil Rights
- ☐ Office of Educational Research and Improvement
- ☐ Office of Elementary and Secondary Education
- ☐ Office of English Language Acquisition
- ☐ Office of Postsecondary Education
- ☐ Office of Special Educational and Rehabilitation Services
- ☒ Federal Student Aid
- ☐ Office of Vocational and Adult Education
- ☐ Office of the Chief Financial Officer
- ☐ Office of the Chief Information Officer
- ☐ Office of the General Counsel
- ☐ Office of Inspector General
- ☐ Office of Intergovernmental and Interagency Affairs
- ☐ Office of Legislation and Congressional Affairs
- ☐ Office of Management
- ☐ Office of Public Affairs
- ☐ Entities outside of the Department

4.9 Audit Finding

TBD

4.10 Alternatives Analysis

(This Applies Only To Initiatives Under Development or Being Implemented.)

Alternatives	Description	Total Life Cycle Costs	Benefits	Drawbacks
Alternative 1 (Selected Alternative)	Modernized Integrated System	Development Costs: FY2002 - \$4M SIS Payments: FY2003 - \$5M FY2004 - \$3M	Refer to Section 4.7, Benefits	Will require significant technical and organizational changes
Alternative 2	Do Nothing	\$0	None	PBO goals unmet: No Unit Cost Reduction; No Improvement in Customer Satisfaction; Will not provide a fully integrated business solution within Common Services for Borrowers
Alternative 3	Enhance existing system	Projected costs associated with DLSS operations for FY2002-2007 = ~\$1.2B (See DLSS Business Case)	None	Continues siloed approach to service delivery. Smaller cost reduction and customer satisfaction improvements.
Alternative 4				

The Modernized Integrated System alternative was selected as it meets the Department's goals for unit cost reductions, increased customer satisfaction and increased employee satisfaction.

5.0 Enterprise Architecture

5.1 Use of COTS/GOTS

Percentage of COTS/GOTS Components:

- ☐ 0 - 25%
- ☐ 26 - 50%
- ☒ 51 - 75%
- ☐ 76 - 100%
- ☐ Not Applicable

5.2 Consistency with Product Support Plan

(Please refer to Appendix A to identify supported products and indicate non-supported products below)

The initiative hardware and software will be determined at a later date.

5.3 Section 508 Compliance

(Accessibility)

1. Hardware and Software will be identified as part of this initiative. Once they are determined, the Assistive Technology team will review both for Section 508 compliance.
2. N/A
3. N/A

5.4 Government Paperwork Elimination Act (GPEA)

(Business Process Support and Program Delivery Systems only)

1. Electronic transaction and record-keeping functions include loan deferment application process, issuance of loan promissory notes, debt collection, system balancing and reconciliation.
2. The current systems meet the goals of GPEA. Further paperwork reductions will be sought as part of the initiative.
3. 1.5 million respondents: OMB Control Number: 1845-0011

5.5 Information Management

(Business Process Support and Program Delivery Systems only)

1. In the consolidations and collections area, information will be gathered from external respondents such as guarantee agencies, collection agencies, and loan consolidation applicants and lenders. These are all the same external respondents that FSA systems in the consolidations and collections area interface with today. It is the goal of the project to make this implementation seamless to external respondents. As such, the interfaces to those systems will remain as static as possible.
2. Ongoing
3. It is assumed OMB form 83-I has been completed for data collection for existing systems and the data collection has been certified as per the Paperwork Reduction Act. Any required updates as a result of this initiative will be prepared.

5.6 Privacy

1. Yes.
2. The current systems have a Privacy Act published in the Federal Register. The project team will determine whether updates are required.

5.7 Security

(This question applies if the initiative meets the definition of major application or general support system as defined in OMB Circular A-130.)

Part 1 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 1 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 1 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation. It is anticipated that this system will be a Major Application.

Part 2 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 2 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 2 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation.

Part 3 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 3 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 3 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation.

Part 4 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 4 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 4 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation.

Part 5 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 5 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 5 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation.

Part 6 – a. (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

Part 6 – b. (Please enter a date in the form of MM/DD/YYYY or N/A)

Phase 1: 09/30/2003

Phase 2: 08/31/2004

Part 6 – c.

Security components are to be determined as the initiative progresses and are anticipated for completion prior to implementation.

6.0 Risk and Project Management

6.1 Risk Management

Risk Category	Risk Description	Risk Probability	Risk Impact	Management Strategy
Strategic	N/A	N/A	N/A	N/A
Organizational/Change Management	Organizational disruption caused by functional mergers	Medium	Medium	Change management activities will be included in the project plans
Project Resources (Financial, Personnel, etc.)	Resource shortages	Low	Medium	Proactive project management will seek to identify possible shortages prior to occurrence

Project Management	1) Appropriate levels of sponsorship from FSA, Modernization Partner and Operational Partners; 2) Resource availability; 3) Key decisions cannot be made; 4) Scope creep	Low to Medium	High	1) FSA sponsor(s) and Modernization Partner must require full support and participation from all key stakeholders; 2) Allow time for staffing and communicate need to FSA; 3) Modernization Partner will clearly communicate decisions required as well as timeline for resolution and FSA will identify and engage external stakeholders and adhere to rapid decision making schedule; 4) FSA will focus on scope control
Business	N/A	N/A	N/A	N/A
Data/Information	Incomplete or inaccurate data	Medium	Medium	Data validation and clean-up tasks will be included in project plans
Application	COTS solution not viable	Medium	High	Perform needs analysis and software screening during the Analysis phase
Technology/Infrastructure	Operational changes resulting from technology and infrastructure changes	TBD	TBD	This risk will continue to be analyzed as initiative technology and infrastructure are defined
Security	TBD	TBD	TBD	TBD
Privacy	TBD	TBD	TBD	TBD

6.2 Operational Performance Measures

1. Operational performance measures definitions are currently in progress and will be determined at a later date. Projected performance measures include system availability, system response time, loan consolidation, debt collection and loan refund processing times.
2. Target dates are to be determined as part of this initiative.

6.3 General Acquisition Strategy

1. It is our assumption at this time that we will need subcontracts with several subcontractors in order to execute this program.
2. Most of these contracts will be fixed price, however where we engage in a share in savings contract with FSA, we will seek share in savings arrangements with those key subcontractors who are critical to the success of the share in savings arrangement. In these cases it will be necessary to base the subcontractors payment on savings generated for and realized by FSA.
3. No
4. Performance Period: Same as GSA Contract (9/7/99 – 9/30/02, with two 5 year options)
- 5.

Ordering Agency: US Department of Education (ED), Federal Student Aid (FSA), Union Center Plaza 830 1st Street NE, Washington, DC 20004

Project: Modernization Partner

Contract Type: Blanket Purchase Agreement (BPA) under GSA Schedule 70 Contract (GS-35F-4692G) implemented using Task Orders (FP, FP Share in Savings IF, and T&M)

BPA #: ED-99-DO-0002

6-10. N/A

APPENDIX A

Hardware

Personal Computers

Primary Support

___ Compaq Professional Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Professional Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Laptops

Primary Support

___ Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

___ Toshiba Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

Secondary Support

___ As defined in OCIO non-standard workstation policy

Printers

Primary Support

___ HP LaserJet 5 and newer

Secondary Support

___ HP LaserJet 4

Monitors

Primary Support

___ 17-inch or larger, capable of 1024x768 resolution

Personal Digital Assistants (PDA)

Primary Support

___ Blackberry RIM 957

___ Blackberry RIM 950

Secondary Support

___ IntelliSync

___ Microsoft ActiveSync 3.1 or newer

Software

Client Operating Systems

Primary Support

___ Windows 2000 Professional Service Pack (SP)2

Secondary Support

___ As defined in OCIO non-standard workstation policy

Office Suites

Primary Support

___ Office 2000 Service Release (SR) 1A with Word 2000, Excel 2000, PowerPoint 2000, Access 2000

Anti-Virus Software

Primary Support

___ Norton AntiVirus 2000 Corporate Edition 7.5

Communications

Primary Support

___ Citrix ICA

Secondary Support

___ Citrix Winframe

Terminal Emulation Software

Primary Support

___ Attachmate 6.5

Database Clients

Primary Support

___ Oracle 8.1.7 Client

___ Microstrategy 7

Electronic Mail Software

Primary Support

___ Outlook 2000

Internet Browsers

Primary Support

___ Internet Explorer 5.5 SP1 (128-bit encryption)

Secondary Support

___ Netscape 4.x

Helper Plug-Ins

Primary Support

___ Adobe Acrobat Reader 5.0 and newer

___ RealPlayer 8.0 Intranet

Project Management Software

Primary Support

___ Microsoft Project 2000

___ TeamMate 2000

Web/Desktop Publishing Software

Secondary Support

___ Adobe Illustrator 7.0

___ Adobe PageMaker 6.5 and newer

___ Adobe Photoshop 5.0

___ Interwoven LaunchPad

___ Macromedia Dreamweaver 2.0 and newer

___ Macromedia Fireworks 2.0 and newer

___ Macromedia FreeHand 7.0

___ Macromedia HomeSite 4.0

___ NetViz 4.0

___ Publisher 2000

Groupware

Secondary Support

___ Lotus Notes Client (all versions)

Assistive Technology Software

Primary Support

- ___ Aladdin Genie CCTV
- ___ Dragon Systems NaturallySpeaking 4.0 and newer
- ___ Freedom Scientific JAWS for Windows 3.7
- ___ Gus Word Prediction
- ___ IBM Homepage Reader 2.5 and newer
- ___ NexCom 300 TTY modem, which requires an ISA slot
- ___ NexTalk/NTS, NXI Communications NTS 3.41 and newer
- ___ ZoomText Xtra Level 2 7.04 and newer

Secondary Support

- ___ NXI Communications NexTalk for Windows
- ___ WinTalk modem

Principal Office-Specialized Applications

Primary Support

- ___ ARCHIBUS/FM-10
- ___ CARS
- ___ CCM Plus
- ___ CMIS
- ___ DACS
- ___ EDCAPS
- ___ EDICS
- ___ Folio Builder 4.2
- ___ Folio Views 4.2
- ___ HEATWEB 3.11
- ___ IAS
- ___ Method/1 GuideVersion 11
- ___ Monarch Professional 5.02
- ___ Ombusman Case Tracking System 2.0
- ___ Peer Review System
- ___ TRAINS

Secondary Support

- ___ CMTS
- ___ DLOS
- ___ Folio Views 3.11
- ___ GAPS
- ___ GPAS
- ___ IEFARS
- ___ OCR Electronic Library
- ___ OSERS Quick
- ___ PC Travel Drop Box
- ___ PEPS
- ___ PFIE
- ___ Response Phone System
- ___ SACONS
- ___ Total Access Agent

Network Operating Systems and Enterprise Software

Primary Support

- ___ Cisco IOS 12.1(5) (Router)
- ___ Cisco IOS 6.1(2) and newer (Switch)
- ___ Microsoft Exchange 5.5 SP4
- ___ Microsoft SMS 2.0 SP3
- ___ Microsoft NT Server 4.0 SP6a
- ___ Microsoft Windows 2000 Server SP2

- ___ Netscape Compass Server 3.0 (SPARC)
- ___ Netscape Enterprise Server 3.51 (SPARC)
- ___ Oracle 8.1.7
- ___ Raptor Firewall with PowerVPN Version 6.5
- ___ Solaris 2.6 (SPARC)
- ___ SQL Server 7.0 SP5
- ___ SQL Server 2000 SP1
- ___ Terminal Server 4.0 SP6a
- Secondary Support*
- ___ All versions of Linux
- ___ All versions of Lotus Notes
- ___ Microsoft Internet Information Server 4.0 and newer
- ___ SQL Server 6.5